

JOB OPPORTUNITY

AMERICAN EMBASSY KINSHASA
Human Resources Office, 498 Ave Lukusa, Kinshasa
Phone 097-261-6179; e-mail: HRKinshasa@state.gov

ANNOUNCEMENT NUMBER : 15-53

OPEN TO: All interested applicants who may work legally in the DRC
POSITION: GSO Specialist (Shipping/Customs and Travel), FSN-10, FP-5
May be hired at the training level FSN-8 or FSN-9
OPENING DATE: September 23, 2015
CLOSING DATE: October 08, 2015
WORK HOURS: Full-time; 40 hours/week
SALARY: Information on salary may be obtained from the Human Resources Office.

ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Kinshasa is seeking an individual for the position of GSO Specialist (Shipping/Customs and Travel) in General Services Office.

BASIC FUNCTION OF POSITION

Under direct supervision of the Assistant General Services Officer (AGSO) or in his/her absence the Supervisory General Services Officer, incumbent is an assistant to the AGSO. This position is responsible for planning and organizing and overseeing the work of the Travel and Shipping/Customs offices. Directly Supervises 10+ Locally Employed Staff involved in Travel/Expediting and Shipping/Customs processes and activities. Serves as the Contracting Officer's Representative (COR) for the Mission Travel Management Contract, the Expeditor Contract and several packing and shipping contracts and monitors contractor performance and takes corrective action if performance strays from contractual specifications.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

Education: Two years of higher education at the community college or university level required.

Experience: Two years of experience in a professional business setting that required good organizational skills, ability to multi-task in a high stress environment, excellent customer service skills as defined by U.S. standards, and strong communications skills (spoken and written) are mandatory. One of the two years must have involved supervision of others. Three years of work experience that involves all elements set out above, with one of the years involving supervision of others, may be substituted for the higher education requirement.

Language Proficiency: Level IV English (Fluent) and Level IV French (Fluent) is required. Proficiency may be tested.

Knowledge: Within the first 12 months of performance, incumbent will be expected to acquire detailed knowledge of federal travel regulations and rules, State Dept. travel regulations and rules, and post specific policies and procedures. A thorough understanding of local customs and shipping practices and procedures and familiarization with the procedures of the contractors the embassy uses for packing and shipping support will also be required.

Skills and Abilities: Must possess supervisory experience, the ability to multi-task, and plan short-term and long-term work flow of a very busy office. Strong computer skills, especially with Microsoft Word and Excel, are required. Ability will be tested. Typing speed must be 45 WPM or greater. Good communication skills are a must. Ability to innovate and solve problems creatively is necessary for this position. To successfully perform in this position, excellent customer service skills and the ability to stay calm and pleasant while dealing with difficult personalities is required. Ability to quickly respond to shifting priorities for customers is required. Driver's license and willingness/ability to drive a USG vehicle in the city of Kinshasa is required.

SELECTION CRITERIA

Candidates must have a driver's license valid for use in the DRC. When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given hiring preference. Applicants must address the required qualifications specified above in the application. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy. Currently, employed US Citizen EFMs who hold a FMA appointment are ineligible to apply for other advertised positions within the first 90 calendar days of their employment with the embassy. NORs hired under a Personal Services Agreement (PSA) are also ineligible to apply for other advertised positions within the first 90 calendar days of their employment with the embassy unless currently hired into a position with a "When Actually Employed" (WAE) work schedule.

TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

Application for U.S. Federal Employment, [DS-174 - Job Application Form](#) or

1. A current resume or curriculum vitae that provides the same information as a DS-174;
2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.
4. Please submit the complete application package to Human Resources Office, 498 Ave. Lukusa, Kinshasa or via email to HRKinshasa@state.gov

DEFINITIONS

1. AEFM: A U.S. citizen, at least 18 years of age, who is eligible for employment on a Family Member Appointment (FMA) provided s/he::
 - Is listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad with a USG agency that is under COM authority.
 - Is resident at the sponsoring employee's or uniform service member's post of assignment abroad, approved safe haven abroad, or alternate safe haven abroad; and
 - Does not receive a USG annuity or pension based on a career in the US Civil, Foreign, or uniform services.
2. EFM: Family members at least age 18 listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.
3. Not-Ordinarily Resident (NOR): Typically NORs are US Citizen EFMs and EFMs of FS, GS, and uniformed service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.
4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.

The US Mission is an equal opportunity employer.

CLOSING DATE: October 08, 2015.

Drafted: Mgt Counselor: EButler,
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